



July 10th, 2008

John Carpenter
President
Telecommunications Workers Union
5261 Lane Street
Burnaby, BC V5H 4A6

Re: Contracting Out

Dear Mr. Carpenter:

In accordance with article 29.02 of the Collective Agreement between TELUS and the Telecommunications Workers Union (TWU), we are hereby providing notice that effective July 14th, 2008 we will outsource mass provisioning, some contract renewals, ad-hoc reporting and credits to TELUS International

This decision arises from our requirement to relieve capacity concerns on this team and allow them to focus on high value customer contact activities.

Please contact Kevin Werstiuk at (780) 493-5179 if you require further information.

Sincerely,

Cindy Easton
Director, WBS/Client Care
TELUS Business Solutions.